

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

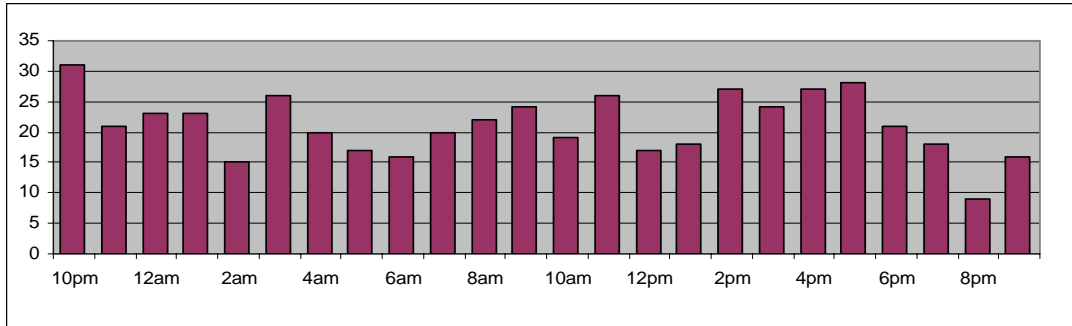


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December 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Dec 2007	Nov 2007	Dec 2006
Freeway Closures	16	12	14
Lane Closures	31	31	31
Ramp Closures	4	4	7

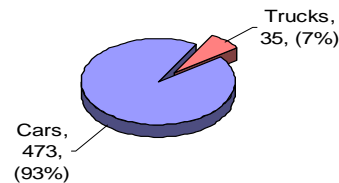
**Total Incidents by Roadway**

Freeway	Dec 2007	Nov 2007	Dec 2006
I-75	126	110	113
I-94	123	71	95
I-696 (Reuther)	90	75	75
I-96	57	47	55
M-10 (Lodge)	34	21	51
M-39 (Southfield)	47	35	34
I-275	31	38	33
I-375	0	0	0
TOTAL	508	397	456

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2321	2303	18
Contractors	176	119	57
City	2	1	1
County	53	33	20
Federal	0	0	0
Fire	0	0	0
Local Police	11	9	2
MSP	586	411	175
Border	0	0	0
MDOT/DIT	128	61	67
Media	181	177	4
Special Events	4	4	0
Transit	0	0	0
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	28	23	5
<b>Total</b>	<b>3490</b>	<b>3141</b>	<b>349</b>

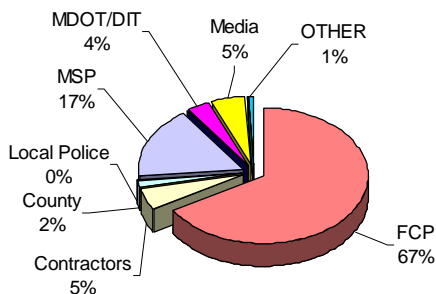
**Vehicle Composition of Incidents**



Total Incidents: 508

## MITS Center News

This month saw roll out of the GIS mapping and use of PCMS and portable CCTV infrastructure for the Gateway construction project. Great thought and detail was given to placement of this portable equipment and it has proven very successful. MITS Control Room Operators have full control via remote Internet connections with both PCMS and CCTV infrastructure allowing for even greater incident awareness and messaging. Along with this project, MITS management will work closely with field maintenance workers to assure proper repair and replacement of existing DMS and CCTV equipment as I-75 and I-96 are reconstructed and current infrastructure is moved and restored.



Total Calls: 3490

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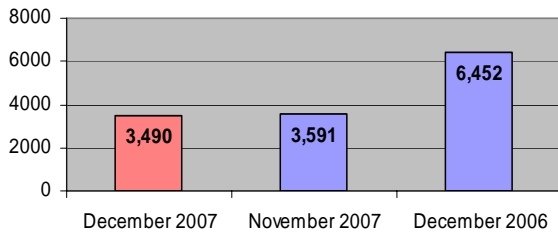
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## CONTROL ROOM DISPATCH ACTIVITY

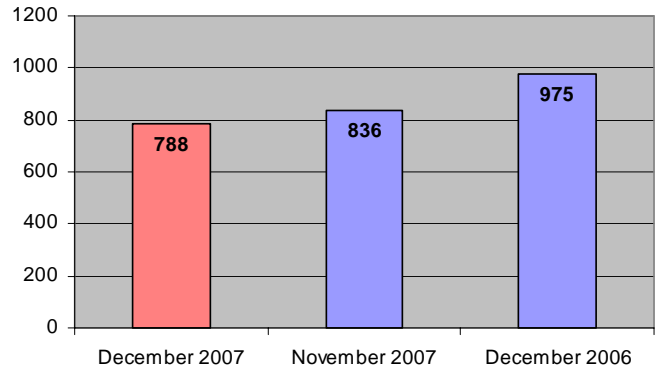
- Of the 3,966 assists that the Freeway Courtesy Patrol (FCP) provided during the month of December, 788 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.

### Monthly Call/ Event\* History

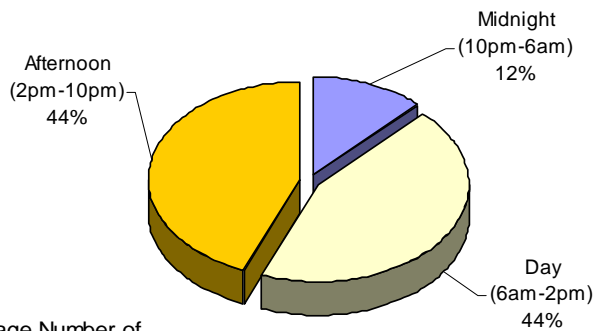


\*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

### Freeway Courtesy Patrol Monthly Dispatch Activity

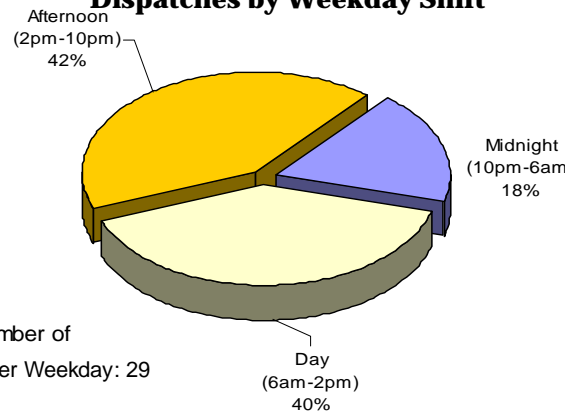


### Calls by Weekday Shift



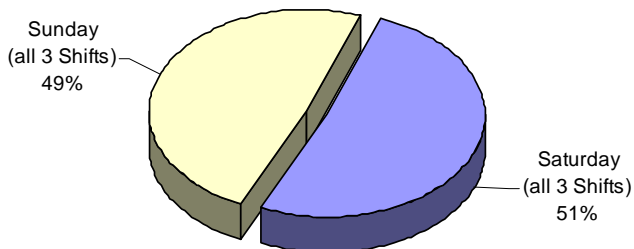
Average Number of Calls per Weekday: 136

### Freeway Courtesy Patrol Dispatches by Weekday Shift



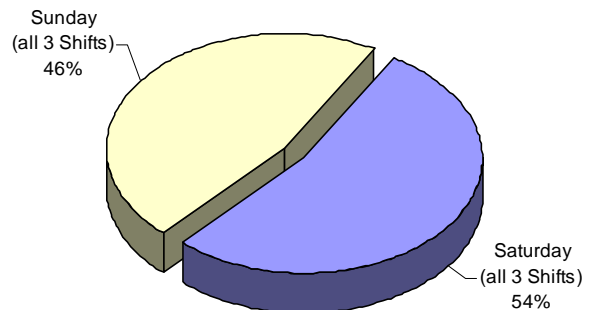
Average Number of Dispatches per Weekday: 29

### Calls by Weekend Day



Average Number of Calls per Weekend: 128

### Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 34

Note: Additional FCP information may be found beginning on page 4.

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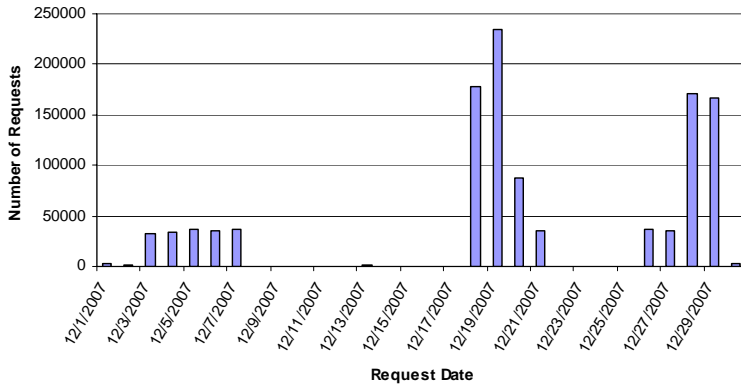
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## TRAVELER INFORMATION ACTIVITY

- The ITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

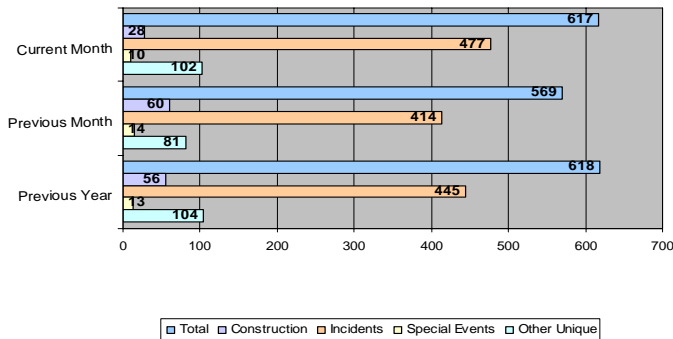
### Website Activity



### Top 5 DMS with Unique Messages

1. I-696 WB at Ryan
2. I-75 NB at Woodward Hgts.
3. I-375 NB at Gratiot
4. M-10 SB at Euclid
5. I-696 EB at Manistee

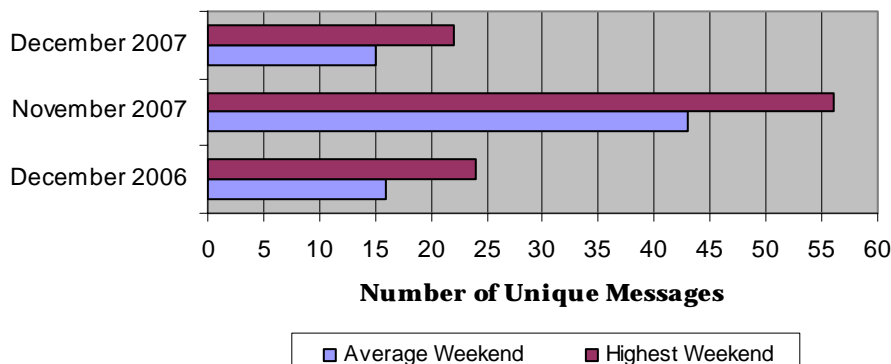
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Dec 2007	Nov 2007	Dec 2006
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Dec 2007	Nov 2007	Dec 2006
All High Impact Messages	96.1%	95.7%	96.2%
Freeway Closure Messages	100.0%	100.0%	92.9%
Lane Closure Messages	93.5%	96.8%	96.8%
Ramp Closure Messages	100.0%	75.0%	100.0%
Other Communication	Dec 2007	Nov 2007	Dec 2006
Advisory Text-Messages	96.1%	93.6%	94.2%
Website Incident Postings	98.0%	97.9%	100.0%

### Weekend Construction DMS Message Activity



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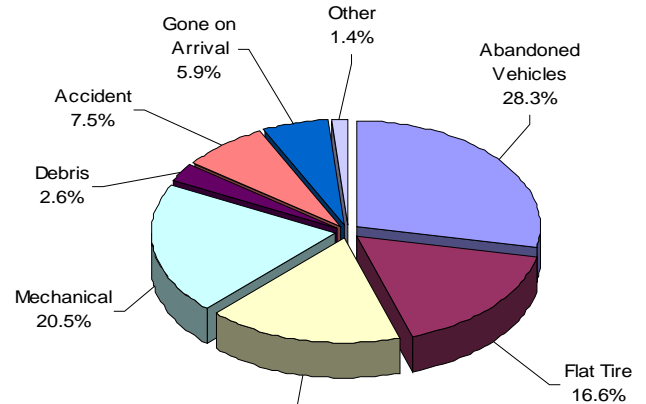
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

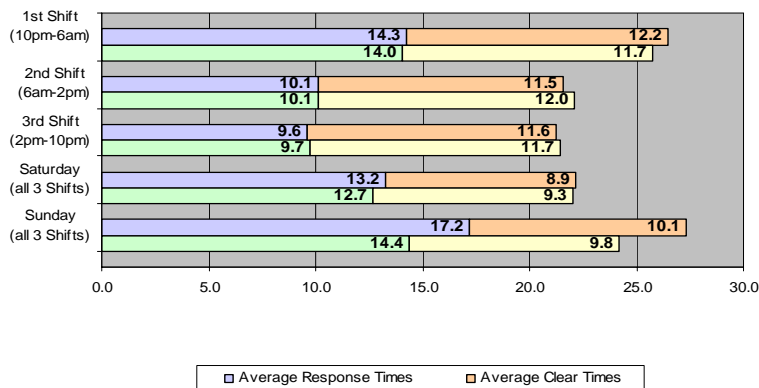
*"I just wanted to express my gratitude to MDOT and the Freeway Courtesy Patrol. I experienced car problems last night on South bound I-75 in Auburn Hills. The Freeway Courtesy Patrol was promptly there. He was very friendly and helpful. He secured a tow truck for me and waited until the tow truck and I headed off. What I anticipated being hours on the road side ended up about 30 minutes. Again on behalf of myself and my family thank you for the service and the great job!"*

### Assist Type

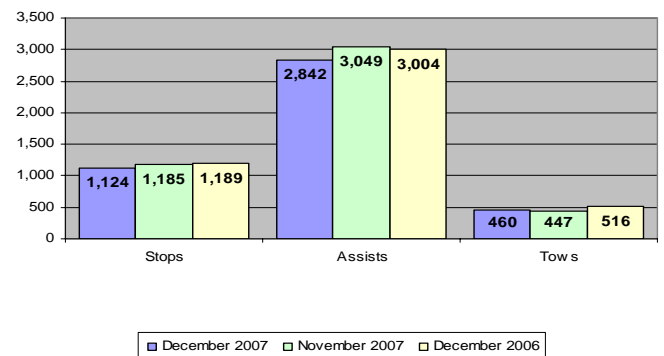


Total Number of Incidents: 3966

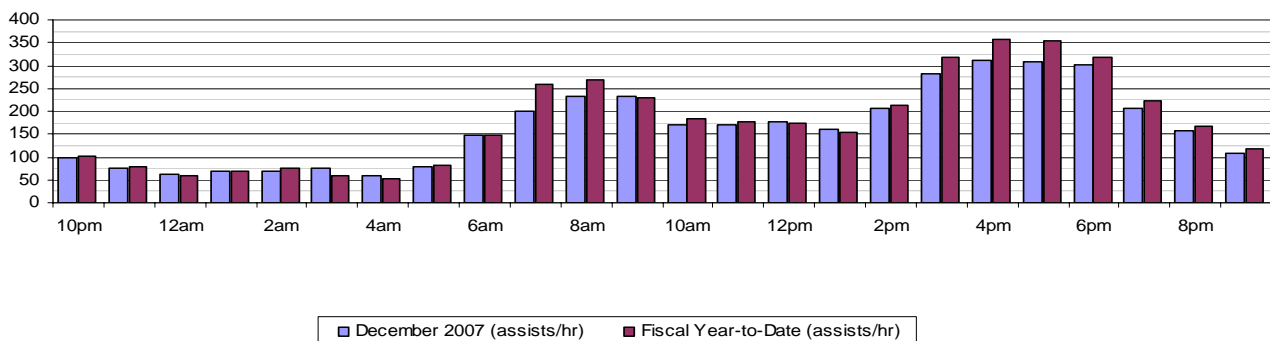
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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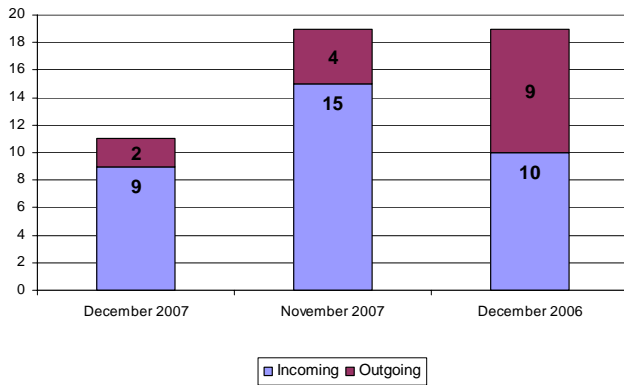


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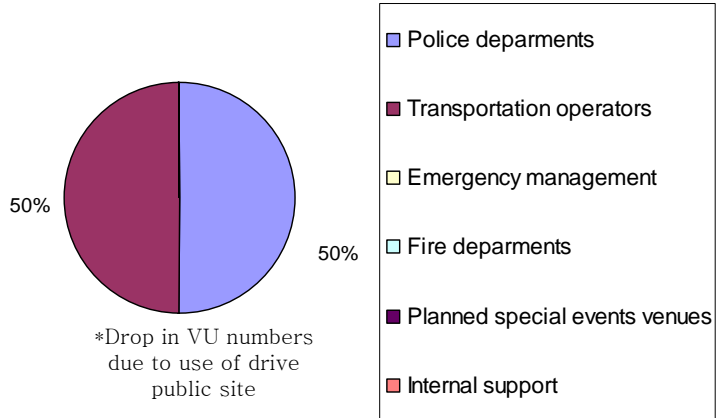
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## TRAFFIC INCIDENT MANAGEMENT

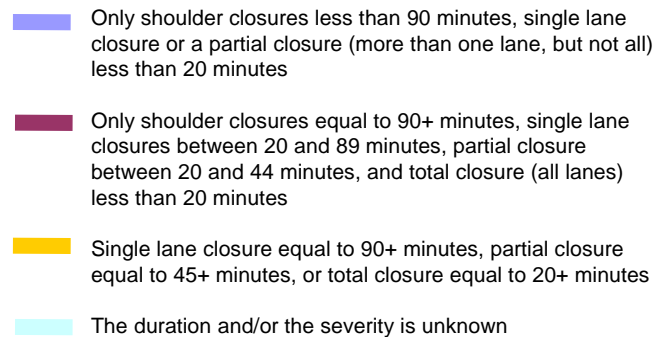
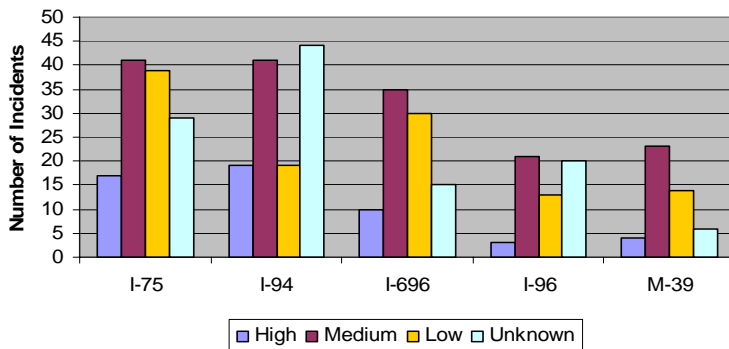
### Local Police Department Calls



### Video Users

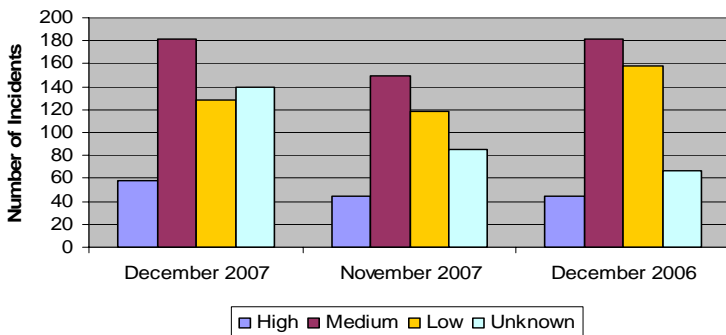


### Severity/Duration by Top Five Freeways

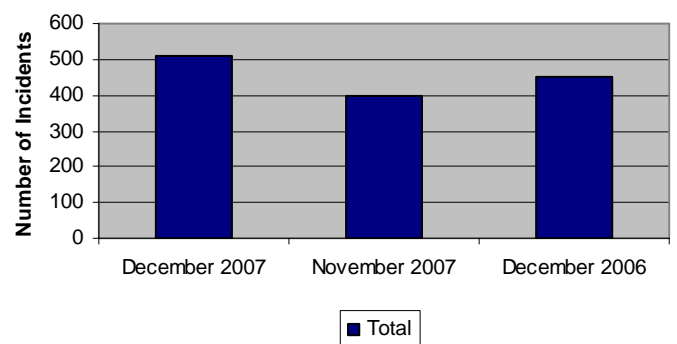


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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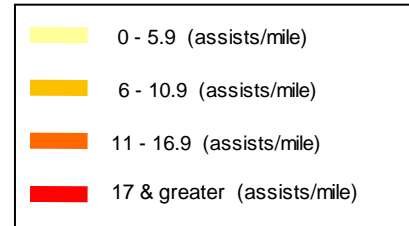


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		December 2007	Fiscal YTD Avg.	December 2007	Fiscal YTD Avg.	December 2007	Fiscal YTD Avg.	December 2007	Fiscal YTD Avg.
I-75	87.6	979	1057	11.2	12.1	11.1	11.1	12.3	12.3
Oak Co. Line to I-696	37.0	387	400	10.5	10.8	14.0	14.2	11.3	11.9
I-696 to I-94	8.0	268	286	33.5	35.7	9.1	9.4	15.2	13.3
I-94 to I-96	5.6	96	110	17.1	19.6	8.5	8.8	13.6	13.4
I-96 to I-275	37.0	228	261	6.2	7.1	12.8	11.7	9.8	11.5
I-94	60.7	898	935	14.8	15.4	11.7	11.0	10.6	10.5
Wash. Co line to M-39	20.7	301	321	14.5	15.5	11.4	10.8	10.5	11.0
M-39 to I-75	9.0	242	261	26.9	29.0	11.6	10.4	12.4	10.7
I-75 to I-696	10.0	219	236	21.9	23.6	12.5	11.6	9.6	10.9
I-696 to St. Clair Co. Line	21.0	136	117	6.5	5.6	9.0	14.0	9.1	8.4
I-96	34.0	561	620	16.5	18.2	11.7	11.9	11.4	11.6
Liv. Co. Line to I-275/I-696	11.0	127	134	11.5	12.2	16.4	15.5	13.1	12.5
I-275/M-14 to M-39	12.0	172	193	14.3	16.1	9.4	11.3	12.0	11.5
M-39 to I-75	11.0	262	292	23.8	26.5	10.0	10.6	10.2	11.2
I-275	37.5	312	357	8.3	9.5	16.5	12.4	11.4	11.6
I-96/I-696 to M-14/I-96	8.0	89	111	11.1	13.9	13.2	10.9	11.6	12.6
M-14/I-96 to I-94	12.0	160	179	13.3	14.9	18.8	14.0	12.7	11.8
I-94 to I-75	17.5	63	66	3.6	3.8	11.8	9.2	8.1	9.3
I-375	1.2	9	11	7.5	8.9	2.0	7.4	7.7	10.9
I-696 (Reuther)	28.7	496	528	17.3	18.4	10.8	10.8	10.7	11.2
I-96/I-275 to M-10	9.3	134	133	14.4	14.3	11.5	12.3	9.6	9.9
M-10 to I-75	9.0	193	177	21.4	19.6	9.0	10.7	12.1	13.3
I-75 to I-94	10.4	169	218	16.3	21.0	12.8	9.6	10.1	10.3
M-5 (Grand River)	10.3	53	45	5.1	4.4	16.3	14.7	12.5	11.0
M-8 (Davison)	2.2	55	72	25.0	32.6	9.3	8.6	11.1	9.7
M-10 (Lodge)	17.9	338	333	18.9	18.6	10.4	9.2	10.1	11.3
M-14	6.4	50	49	7.8	7.7	9.1	10.2	9.4	12.8
M-39 (Southfield)	14.2	214	232	15.1	16.3	12.5	11.7	11.9	12.1
M-59 (Vetran)	11.6	1	1	0.1	0.1	-	25.0	4.0	2.5
<b>Total</b>	<b>312.3</b>	<b>3,966</b>	<b>4,239</b>						



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b><u>Monthly Closure QC</u></b> - QC of email advisory notifications sent for major incidents.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type Breakdown</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b><u>FCP Call Card Database</u></b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b><u>FCP Call Card Database</u></b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week. <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.